

*** FORM V.H. SYSTEM MAINTENANCE PROCEDURES**

1. Describe the practices and procedures proposed for routine preventive maintenance, including the type and frequency of system inspection and testing, and the number and qualifications of technical staff by category (headend, system, line, universal rep.) and service facilities.

- **Prior to beginning the certification process, all headend levels are verified.**
- **The headend sweep transmitter is calibrated for accuracy.**
- **Before and after pictures of the return spectrum in the headend are monitored.**
- **Verification of sweep levels through Optical Transmission Networks (OTN).**
- **Sweep activity is based on a worst-case basis.**
- **The National Operations Center (NOC) is notified daily of all work areas through a sweep notification form.**
- **Each technician performing preventative maintenance will need to complete a Daily Sweep Log (which contains the following information)**
 - Tech Name**
 - Date**
 - Node #**
 - # Actives**
 - Miles Swept Aerial / UG**
 - Map #s**
 - # of faulty cable spans**
 - Sweep Data Sheet (one for each active)**
 - Sweep Discrepancy Report**
- **All information from discrepancy reports are noted on maps via notation stickers.**
- **All nodes will meet or exceed the FCC requirements, as it relates to system leakage.**
- **Each node boundary will have full sweep, noise mitigation and power supply functionality verified before node is closed as completed.**
- **A file is created for each node containing:**
 - Active logs**
 - Maps (with notations)**
 - Copies of any Plant Discrepancy Reports (PDR's)**
 - Copy of sweep traces**
 - Copies of completed PDR's**
- **All sweep information is placed into a weekly/monthly/YTD sweep report.**
- **Throughout the preventive maintenance (PM) process, fiber verification is completed in each OTN.**
- **A weekly meeting is held with sweep technicians to review our weekly findings.**

* The Memorandum on Legal Issues submitted as part of the Proposal sets forth the legal principles governing Comcast's response to this Form.

- **Returns are checked weekly in the headend to document noise levels.**

2. **Attach any corporate maintenance procedures which the Applicant proposes to follow during the franchise term.**

Comcast does not have a “Corporate Maintenance Procedure”. All systems are operated in a manner to meet, or exceed, NCTA, FCC and any applicable local standards.

3. **Please describe your procedures for the provision of continuous, uninterrupted service to subscribers during the term of the franchise, for restoration of service should circumstances cause service interruption, and for coordination with other utilities to restore service.**

The Reston system was constructed to provide continuous, uninterrupted service to our customers. It is a 750 MHz, HFC system with optical nodes. Each node has a primary and a secondary set of fibers that are aligned in one (1) of four (4) counter-rotating rings. All power supplies are Alpha XM2, 90 volt standby power supplies containing either three (3), or six (6) batteries providing between two and a half and five hours of battery operation to the system, should commercial power be lost. All taps are classified as being uninterruptible. As mentioned elsewhere in this RFRP, Comcast already monitors 24/7, our customers’ modems as one method of detecting service interruptions (outages) as quickly as possible. Additionally, Comcast will be installing status-monitoring systems to allow us to monitor both the power supplies, and the optical nodes on a 24/7 basis. The addition of these two status-monitoring systems will allow us to detect potential problems and possible service interruptions at the earliest stages of development and should eliminate the situations where our customers notify us of cable outages.

The majority of service interruptions are caused by outside influences (i.e. cut cables; damaged equipment; etc.). A small number are caused by equipment failure. In all cases our technicians are dispatched to restore service as soon as we become aware of any interruptions. We continually evaluate our success, or failure, to maintain system reliability as measured against our company standard of 99.99%. Starting in February of 2004, we began tracking this metric for Reston. As of July 27th, calculating all outages, and all affected customers, we have averaged 99.9993% reliability. We fully intend to maintain, and if possible, improve on this level of reliability for the term of the franchise.

Comcast has always cooperated with the utility companies in restoring services to the residents of Reston. Priority of services is normally electric/water, telephony and then cable/internet. We have always worked in conjunction with the other services in the most efficient manner possible to restore all services as quickly as possible. We see no reason for this to change in the future.